

# Kaylee Sharp

Minneapolis, MN 55410

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I am a hard-working, considerate, and dedicated individual who has great work ethic, Although most of my experience is working in an Assisted Living facility, I am always up for a challenge and ready to learn what is needed to be known at the job. I get along great with others and always have a smile on my face. I'm seeking a position where I can develop and excel while giving my best to an employer.

Authorized to work in the US for any employer

## Work Experience

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### **Resident Care Coordinator**

Sunrise Senior Living - Minnetonka, MN

August 2021 to Present

### **Resident Care Supervisor**

Sunrise Senior Living - Minnetonka, MN

October 2019 to August 2021

Assists with scheduling and assigning daily tasks to the assisted living team • Creates schedule in the absence of coordinator to be reviewed by another coordinator • Assists with staffing and scheduling according to operational, budgetary guidelines & federal, state, local laws • Assists in daily review of timekeeping practices and payroll reports to ensure all hours worked are recorded and appropriately paid • Takes an active role in Cross Over meetings to remain informed; brief in-coming assisted living team and to hear updates and community news and concerns • Maintains visibility throughout the assisted living neighborhoods and takes initiative to assist team members Essential Duties: Resident Services • Reviews, reads, notates and initializes the Daily Log to document and learn about pertinent information and any resident's physical and behavioral changes • Understands the recognition of resident changes in condition and takes appropriate action • Communicates regularly with families and physicians as appropriate • Assists with monthly and quarterly in-house social and family events • Assists in maintaining a robust public relations program in support of the assisted living neighborhood(s) and community operations Essential Duties: Resident Care and Programs • A working leader in the day to day operations directly supervising and assisting the assisted living team as well as providing direct resident care and services • Supports the leadership activities of planning, organizing, facilitating and assisting in the overall assisted living operations and/or directly supervises assigned assisted living neighborhoods as directed by supervisor in accordance federal, state, local laws and Sunrise quality service standards • Supports the all-embracing quality delivery of the Resident Centered model • Assists in facilitating the Individualized Service Plans (ISP) • Assists with developing the Daily Assignment Sheets, monitors daily tasks progress & flow • Prior to move-in, reviews the resident's file and assists if appropriate in the Family Meeting, reviewing the Resident Profile & ISP according to Sunrise quality service standards • Assists in maintaining current Resident Services book for each assisted living neighborhood according to Sunrise quality service standards • Reviews and assists the assessment process to support the levels of care with the appropriate staffing levels • Partners with the activities & volunteer coordinator to ensure a variety of appropriate and individualized activities are available through the day and evening and care managers

are actively involved • Partners with the dining service coordinator to support scheduling; monitors and assists in the dining experience daily

### **Medication Care Manager**

Sunrise Senior Living - Minnetonka, MN

April 2019 to October 2019

Reviews, reads, notates and initializes Daily Log to document and learn about pertinent information about residents • Receives medication updates from Resident Care Director (RCD) or Wellness Nurse • Administers/assistance/observation with medications and treatments for each resident using the medication administration record and the Six Rights of Medication Pass • Medications are passed according to times • Documents and initials as medications are given; appropriate documentation is completed for refusal or missed doses • Maintains confidentiality of all resident information including resident medication among other residents • Reports all resident concerns made while administering the medication to the RCD or Wellness Nurse • Restocks medication cart after all medication passes • Assists in checking medication regardless of packaging system • Assess the residents to determine need for “as needed medication” and appropriately documents and reports to supervisor • Counts all narcotics with another Medication Care Manager (MCM) or Lead Care Manager (LCM) each shift • Maintains and cleans the Medication Room, med charts, treatment carts for neatness, cleanliness, availability of medications and expired medications • Follows re-fill process for medications • Helps residents maintain independence, promotes dignity and physical safety of each resident adhering to the Sunrise Principles of Service • Strives to understand and respond to each resident with empathy, always remaining mindful of the resident’s unique communication patterns, history and basic human needs • Practices routinely good standard care precautions of cleanliness, hygiene and health standards Essential Duties: Resident Care Communications • • Attends and actively participates in daily Cross Over meetings facilitated by the Lead Care Manager • Participates in the development of the Individualized Service Plans (ISP) and monthly updates Essential Duties: Risk Management and General Safety • Partners with community team to ensure community is in compliance with OSHA requirements and promotion of Risk Management programs and policies; adherence to safety rules and regulations • Practices safety procedures at all times including Personal Protective Equipment (PPE), fire extinguishers, MSDS (Material Safety Data Sheets) and Lockout Tagout procedures • Reports all accidents/incidents immediately • Reports all unsafe and hazardous conditions/equipment immediately • Ensures any cords, carts, equipment and other hazards are kept out of the way at all times, not blocking exits and in compliance with fire codes • Complies with all infection control techniques, placement of bio-hazard containers and removal techniques, procedures and policies • Understands and practices the proper method of attending to and disposing of and the possibility of exposure to blood borne pathogens, bodily fluids, infectious waste, sharp sticks and hazardous materials

### **Lead Care Manager**

Sunrise Senior Living - Minnetonka, MN

April 2017 to April 2019

Provide supervisory support by taking attendance at the beginning of every shift; managing call-offs/no shows; sending open shift messages and responding to shift requests • Support team members as they provide Activities of Daily Living (ADL) care and services to residents in accordance with their Individualized Service Plans (ISP). This may include bathing, grooming, personal and dental hygiene, bowel and bladder functions, dressing, hair care, escorting to and from meals and activities and tidying resident room • Support team members as they encourage personalized and meaningful resident participation in life enrichment programming and ADLs • Assist with meal service in dining room. Coach team members on hospitality standards during meal service • Accurately document care and services

provided to residents. Review care manager documentation throughout shift. Identify and bridge gaps in documentation by coaching team members • Ensure compliance with Sunrise's Timekeeping and Meal/Rest Period policies. Monitor team member break schedule and duration; ensure care managers clock in/out using correct job codes. Coach team members as required • Display and encourage flexibility in work schedule by working holidays, evenings, weekends and additional shifts when necessary. • Prepare for shift by obtaining resident group assignments before care managers arrive. Print and hand out daily assignment sheets to appropriate care managers • Participate in crossover meetings by sharing/receiving pertinent information with/from other Lead Care Managers • Carry a resident group assignment on overnight shifts and pick up group assignments in the event of an unfilled call off on day and evening shifts. Other Responsibilities: • Cross trained and credentialed (including certifications where required by state) to safely administer medications if needed during times of high volume or unexpected absence • Lead by example when clocking in/out and taking proper meal/rest breaks • Participate in group interview process including job preview video and community tour. • Support onboarding of new team members including shadowing and skills demonstration • Maintain a safe and secure environment for all staff, residents and guests by following established safety standards; actively support safety practices • Report incidents and complete appropriate paperwork immediately. • Communicate any observed or suspected resident change of condition to the department care coordinator; assist care coordinators, when required, in development and/or updates to ISPs and communicating with residents and families • Prevent and handle conflict by working with the team towards solutions. Communicate issues to department care coordinator, when necessary. • Contribute to care manager annual performance review by providing feedback to department care coordinator. • Project a positive, professional and friendly image through action, words and dress

## **CNA - Certified Nursing Assistant/Care Manager**

Sunrise Senior Living - Minnetonka, MN

December 2014 to April 2017

### **Responsibilities**

I assist residents with their activities of daily living.

Participates in the development of the Individualized Service Plans (ISP) and monthly updates • Reviews designated assignments • Responsible for their designated group of residents during the shift, knows where their residents are and physically checks on them throughout the shift • Observes, reports and documents symptoms and conditions of residents for changes in condition such as skin, behavior, alertness, weight, dietary and participation in activities • Attends daily Cross Over meetings by the lead care manager • Notifies supervisor & resident care director if a resident has increased care needs • Informs supervisor of any resident changes of condition • Responds to security system and resident call bells promptly and immediately. Takes appropriate action including resetting call bells • Greets guests, family members, residents and team members • Answers, directs and/or responds to phone calls in a timely, courteous and professional manner • Assists with continence management and disposes of all continence products properly to ensure sanitation of resident suite and community restrooms using standard care procedures • As a Designated Care Manager, communicates with families and is a resource as needed • Helps residents maintain independence, promote dignity and physical safety of each resident adhering to the standards of Resident Rights and Sunrise Principles of Service • Actively participates/leads and assists residents with activities of daily living (ADLs) and Invite, Encourage, Assist (IEA) residents to activities as indicated on the ISP • Engages residents in the life skills and other life enrichment activities throughout the day in reminiscence • Strives to understand and respond to each resident with empathy, always remaining mindful of the resident's unique communication patterns or history, and basic human needs • Maintains an atmosphere of warmth, personal interest and positive

emphasis as well as a calm environment • Ensures the established safety regulations are followed at all times • Practices routinely good Standard Care Precautions of cleanliness, hygiene and health standards

- Host and engage in activities with the residents on a daily basis

#### Accomplishments

I leave work everyday knowing that I assisted taking care of someone's loved one who isn't fully capable of taking care of themselves. I've have had family members come up to me and hug me and commend me for taking such good care of their family member.

#### **CNA/HHA**

Parkinson's Specialty Care - Maplewood, MN  
September 2014 to October 2014

#### Responsibilities

Help clients with their daily living activities. Help clients with ROM. Cook dinner. Wash and dry laundry. You would pretty much clean the house like you would your own house.

#### **CNA**

Wellstead of Rogers - Rogers, AR  
August 2013 to March 2014

#### Responsibilities

Help residents with their daily living activities.

#### **CNA/Caregiver**

Arkansas Health Center - Benton, AR  
February 2013 to August 2013

#### **Server**

Larry's Pizza - Little Rock, AR  
November 2012 to February 2013

#### Responsibilities

Went around and served pizza to the customers, refilled drinks, bussed tables, worked the register, answered the phone and took to go orders.

#### **CNA**

Arkansas Heath Center - Benton, AR  
November 2011 to August 2012

#### **Secretary**

Hart and Mattax - Little Rock, AR  
June 2010 to November 2010

- Help answer phones
- Scan certain documents into the computer and put in correct folder
- File paperwork where it belongs
- Entered bank statements into Peachtree to reconcile each month
- Help keep office clean and tidy

#### **Resident's Aide**

RA - Heber Springs, AR  
July 2009 to May 2010

- Help residents with their daily living routine
- Residents who were scheduled to take showers that day we helped bathe and dress them.
- Kept their hair groomed
- Clipped fingernails and toenails if needed
- Took them down to dining room three times a day for their meals

## Education

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Bryant High School - Bryant, AR  
May 2009

## Skills

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- Medication Administration
- Patient Care
- Laundry
- Infection Control Training
- Vital Signs
- Caregiving
- ADLs
- Senior Care
- Nursing home experience
- English
- Assisted living
- Memory care
- Dementia Care

## Certifications and Licenses

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**CPR**

**CNA**